



***Public Water System Check-up  
&  
Self-Assessment Form***

**New Hampshire Department of Environmental Services  
Water Supply Engineering Bureau  
Public Water Supply Capacity Development**

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## INTRODUCTION

In 1974, the U.S. Congress enacted the Safe Drinking Water Act (SDWA) to ensure that all public water systems provide safe and reliable drinking water to their customers. To fulfill this obligation, a water system needs to possess and maintain adequate technical, managerial and financial capabilities. Public water supply rules and regulations provide only a framework to achieve this goal. It is committed and knowledgeable people that make water system operations successful. All owners, operators, managers and water system personnel therefore need to understand what constitutes adequate technical, managerial and financial capabilities and their respective roles in managing and operating a well-run drinking water supply system.

In addition, the SDWA requires that a public water supply system applying for a State Revolving Fund loan must demonstrate that it has adequate financial, managerial and technical capacity.

### Water System Capacity Development

From the regulatory standpoint, well-run water systems are considered to have adequate “capacity.” The terms “capacity development” and “capacity assurance” are unique to the drinking water industry and are not related to volume or competence, but rather toward ability and sustainability. “Capacity development” can be thought of as a process through which a system voluntarily plans for and implements activities to ensure that a water system can meet both its immediate and long term obligations to provide safe and reliable drinking water to its customers. Capacity activities have been categorized into the following three groups:

- Technical capacity *refers to the physical infrastructure of the water system, including but not limited to the adequacy of the source water, infrastructure (source, treatment, storage, and distribution), and the ability of system personnel to implement the requisite technical knowledge.*
- Managerial capacity *refers to the management structure of the water system, including but not limited to ownership accountability, staffing and organization, and effective linkages to customers and regulatory agencies.*
- Financial capacity *refers to the financial resources of the water system, including, but not limited to, revenue sufficiency, credit worthiness, and fiscal controls.*

This water system check-up & self-assessment guide presents a structured series of yes/no questions that pertain to the technical, managerial and financial aspects of a water system. These questions are intended to help owners/operators identify and prepare for operating costs and major capital improvement costs brought about by future demand for drinking water and new regulations. Nine of these questions are written in bold font and are assigned a point value with the answer. If the point total from the answers of these nine questions equals 25 or more, the water system must prepare a business plan as described in Env-Ws 363 *Capacity Assurance for Existing Public Water Systems*. A business plan will help these deficient systems develop the “capacity” to better run their system.

This assessment is also an excellent tool to prepare both a business plan and a long-range plan. For more information on small water system management and operation, please visit New Hampshire’s Capacity Development web page at [www.des.state.nh.us/sweb/capacity/](http://www.des.state.nh.us/sweb/capacity/)

The Water Supply Engineering Bureau (WSEB) encourages water system overseers (commissioners, selectmen, owners, etc.) and system operators (superintendents, managers, system staff) to review and

complete this self-assessment form **together**. Annual follow up self-assessments will measure operations improvements made on the basis of initial assessments.

*Assistance will be available to those who may need help in completing this form. Please contact Richard Thayer (603) 271-2950, [rthayer@des.state.nh.us](mailto:rthayer@des.state.nh.us) at DES' Water Supply Engineering Bureau for assistance if needed.*

### General Information

USEPA ID # \_\_\_\_\_ Date: \_\_\_\_\_

Water System Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Town / City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Responsible Person in Charge (Owner, Manager or Designee) and Title:

\_\_\_\_\_

Mailing Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Person(s) preparing this form: \_\_\_\_\_

### Public Water Supply System Information

Ownership Category: \_\_\_\_\_

(e.g., Village District, Municipal, Privately-owned, other)

Number of Service Connections: \_\_\_\_\_ Population Served: \_\_\_\_\_

System Treatment Classification: \_\_\_\_\_ System Distribution Classification: \_\_\_\_\_  
(e.g., I, II, III or IV) (e.g., I, II, III or IV)

Please answer each of the following questions for your system by checking the appropriate response. If the question does not apply to your system, please answer N/A.

### Source Water

What is your water source? ☐ Surface water ☐ Ground water ☐ Purchased water

Do you have an alternate source or a backup source? ☐ Yes ☐ No

	<b>WATER PROTECTION AND EMERGENCY PREPAREDNESS</b>				
	<b>General Source Water Protection</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Unknown</b>
1	Do you have a written source water protection program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	If yes, is the source protection program being actively implemented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	If your system purchases water, does the supplier have a written protection program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Do you have a source water protection outreach program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Have you reviewed your Drinking Water Source Assessment Report from DES? (If you have not received it, please call DES at 271-0657)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Have steps been taken to address criteria identified in the Drinking Water Source Assessment Report as "High" risk?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Have the planning board or land use officials in each town in which your source protection area(s) are located been informed in writing that these areas exist?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Are you familiar with DES's grant programs for source water protection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Do you patrol your source protection area(s) at least annually?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Do you evaluate and/or survey potential contamination source (PCS) businesses identified in the source water assessment at least once every three years? (required for new sources approved after 1991 and recommended for all others)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b><i>Answer only the following sections that apply</i></b>				
	<b>Source Water Protection--Surface Water</b>				
11	Have you reviewed the watershed delineation included in your Drinking Water Source Assessment Report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Do you control the shoreline of your source through ownership or easements on the land?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Is the remainder of the watershed protected through public ownership or restrictive zoning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Are current state rules tailored specifically to protect your surface water source?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Are water use restrictions (e.g., boating, swimming) in place for the entire water body?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Are water use restrictions (e.g., boating, swimming) in place for the area around your intake?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Do you have signs at the public access points to notify users of restrictions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Source Water Protection--Ground Water</b>				
18	Have you reviewed the wellhead protection area delineation included in your Drinking Water Source Assessment Report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Do you own or control land use activities on all the land in the sanitary protective radius of each well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Do you own the land or control land use activities in the wellhead protection area outside the sanitary protective radius?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Emergency Preparedness</b>				
22	Do you have a written emergency response plan to address threats to your water supply (industrial accidents/spills, vandalism, terrorist actions, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Do you have a plan to increase water system security? (locks, fencing, alarms, motion detectors, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Do you have a written Emergency Response Plan for system operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	See Ws-Env-360.14				
	<b>TECHNICAL CAPACITY</b>				
	<b>Water Quantity</b>				
25	Do you have a sufficient quantity of source water to meet demand for the next 5 years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Do you measure and record your daily water use, including maximum daily demand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Unknown</b>
27	Can you meet anticipated maximum demand conditions (peak usage and/or emergency usage)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Have you been able to meet usage demand during drought conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Do you conduct water audits to determine the volume of unaccounted-for water?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Do you have routine leak detection and repair program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Is unaccounted-for water less than 15 percent of the total water delivered to the water mains?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Do you have a water conservation plan or procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Are the operating pressures in the water system between 35 psi and 85 psi at the service connections of each customer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Can you maintain adequate pressure (20 psi or more) in the distribution system under all flow conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	<i><b>In the last three months, has there been more than three unscheduled service interruptions and / or one or more unscheduled service interruptions exceeding twelve hours? Yes=5 points</b></i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	If your system has more than 30 service connections, do you have an approved second source? (groundwater systems only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Water Quality</b>				
37	<i><b>Does your finish water contain contaminants above their MCLs? Yes=20 points</b></i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	<i><b>Is the water treatment equipment, needed to achieve compliance with MCLs, operated and maintained in good working order? No=20 points</b></i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	<i><b>Has the system had any monitoring or reporting violations in the last twelve months? Yes=5 points</b></i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	Is your system in compliance with remaining SDWA requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41	If no to above, do you know what deficiencies you have?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42	Do you have backflow prevention and cross connection control programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Treatment: Corrosion Control</b>				
43	Have the "first draw" water quality results for lead and copper been below 15 ug/l for lead and 1.3 mg/l for copper?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44	Does your finish water have a pH greater than 8 and an alkalinity greater than 50 mg/l?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Treatment: Radionuclides</b>				
46	Do you know if your radon levels are in the high (> 4000pCi/l), medium (300 to 4000 pCi/l), or low (< 300 pCi/l) range?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47	Are levels of radium (226 and 228 combined) in your finish water below 20 pCi/l?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48	Are levels of Gross Alpha (including radium 226, excluding radon and uranium)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	below 15 pCi/l?				
	<b>Treatment: Inorganic Contaminants</b>				
49	Is the concentration of arsenic in your finish water below 0.01 mg/l? The current MCL for arsenic will change from 0.05 mg/l to 0.01mg/l in 2006	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50	Is the concentration of fluoride in your finish water below 4 mg/l?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51	Is the concentration of nitrate in your finish water below 10 mg/l?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Plant and Distribution Operations and Procedures</b>				
52	<i><b>Does the water system have repair agreements with all three of the following contractors: electrical, mechanical and distribution system?</b></i> <i><b>No = 5 points</b></i>				
53	Does the operator flush the water system at least annually?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54	Do you have maps or plans that clearly define your service area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55	Do you have current and accurate plans and diagrams of the distribution system (As-built plans)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Unknown</b>
56	Are all valves exercised and lubricated annually?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
57	Are all sources of supply and all customers metered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
58	Are all meters accurate, operational, and the proper size?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59	Do you have accurate and up-dated plant design plans and specifications?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60	Do you have a written comprehensive Operations and Maintenance manual for all system operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
61	Do you have and use technical service manuals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62	Is your operating machinery regularly inspected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63	Do you have and use a preventive maintenance schedule for facilities equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64	Do you have an adequate spare parts inventory to meet emergencies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65	Are your test instruments regularly inspected and calibrated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
66	Can your standby/emergency power system supply sufficient power to operate your system during peak demand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
67	If yes, has it been tested/evaluated within the last six months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Staff Certification and Training</b>				
68	Are the system operator(s) currently licensed for the required license classification(s)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
69	<i><b>Does the system have a back-up certified operator?</b></i> <i><b>No=5 points</b></i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
70	Do system personnel attend appropriate and required training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
71	Are all other key staff positions filled including office personnel, managerial personnel and water system overseers (trustees, selectmen, directors, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Water Quality Assurance</b>				
72	Has your system had a sanitary survey within the last five years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
73	<i><b>Were any significant facility or operational deficiencies noted in the last sanitary survey? (ref. Env-Ws 306.01(d) (1 &amp; 2) Yes=5 points</b></i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
74	Has the most recent sanitary survey indicated any deficiencies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75	If yes, have the indicated deficiencies been corrected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76	Has your system had a violation of SDWA rules or State water quality rules within the last two years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>MANAGERIAL CAPACITY</b>				

	<b>Organizational Structure</b>				
77	Does the system have a clearly identified ownership/management structure with clearly defined roles for owners and operators?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
78	Does the system have a clearly identified official to interact with public and regulatory entities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
79	Is there an organizational chart to detail system structure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
80	Are all applicable by-laws, ordinances, charter provisions, covenants or other constitutional documents and governing agreements current?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
81	Are constitutional and governing agreements regularly reviewed and amended?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
82	Does the governing body hold duly and regularly scheduled meetings with proper public posting and appropriate time for public notification?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
83	Are minutes of the meetings taken and made readily available to the public?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
84	Do you have written personnel policies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
85	Are the personnel policies regularly reviewed and amended as needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
86	Do you have a safety program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
87	Is the safety program regularly reviewed, practiced and amended as needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Unknown</b>
88	Do you have written policies and procedures for responding to public inquiries, concerns or complaints?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
89	Do you have written operational policies and procedures for such things as: connection/disconnection, public notification for violations/alerts/emergencies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
90	Are these policies and procedures regularly reviewed and amended as needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
91	Do you engage in general public education activities beyond the required issuance of Consumer Confidence Reports?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>System Planning</b>				
92	Does your system have a written Comprehensive System Facilities Plan (long range, 10 to 20 year plan for total system operations)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Collaboration and Interconnection</b>				
93	Are you interested in partnering with other drinking water systems, either locally or regionally, to share staff, water, equipment, or supplies and/or to purchase water, power, equipment, or supplies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
94	Are you interested in entering into mutual aid agreements with other systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
95	Have you considered contracting your services, staff or equipment to other water systems as may be needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
96	Have you considered the possibility of merging with adjacent systems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Computer Information Systems</b>				
97	Do you have and use a computer for information management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
98	Is the computer used for process control?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
99	Is the computer used for financial management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
100	Is the computer used for maintaining general information files?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
101	Do you have an e-mail account?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
102	Do you have Internet access?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>FINANCIAL CAPACITY</b>				
	<b>Budgeting</b>				

103	Do you prepare a written annual budget?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
104	Do your annual revenues exceed annual operating, maintenance & administrative expenses by 10 to 20 percent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
105	Are water system revenues applied only to water system expenses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
106	Are you meeting your budget goals with respect to income and expenses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
107	Does your budgeting process provide for depreciation of existing equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
108	<b><i>Does the water system fund a capital reserve account? No=5 points</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Financial Controls</b>				
109	Do you have written policies for billing and collection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
110	Do you prepare monthly and/or quarterly financial statements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
111	Do overseers (commissioners, selectmen, directors, etc.) regularly review financial statements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
112	Does your system have an annual financial audit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
113	Are delinquent accounts less than 5% of the annual operating budget?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
114	Are the water system's contractual obligations being met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
115	<b><i>Does the water system have any contractual debts over 6 months in arrears? Yes=5 points</i></b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Unknown</b>
	<b>Water Rates</b>				
116	Do you review your rate structure and fees annually?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Does your rate structure generate sufficient income to:				
117	Pay for operating expenses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
118	Fund depreciation or reserve accounts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
119	Fund a capital reserve account to cover equipment replacement expenses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
120	Does your water system generate sufficient income to meet estimated expenses during the current and forecasted budget years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
121	To withstand cash flow fluctuations, does the system have an operating cash reserve equal to or greater than 1/8 its annual operating budget?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
122	Can your system cover the cost of an emergency or failure of its most vulnerable system component? (well, supply source, pump, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
123	Are your water rates "affordable"? NHDES considers an annual water rate equal to or less than 1 percent of the community's median household income to be affordable. (New Hampshire residential average for 2001: \$304/home/year)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Financial Planning</b>				
124	Do you prepare a multi-year budget (three years or more)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
125	Do you have a written long-range capital improvement plan (ten years or more)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**System name:** \_\_\_\_\_ **EPAID #:** \_\_\_\_\_

If you believe your system would benefit from training or assistance, please describe your needs in the space below:

**Technical**

Help wanted: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**Financial**

Help wanted: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**Managerial**

Help wanted: \_\_\_\_\_

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**HAVE QUESTIONS ? NEED HELP ? HAVE SUGGESTIONS?**

Please contact: Richard Thayer, Capacity Coordinator, (603) 271-2950 or e-mail: [rthayer@des.state.nh.us](mailto:rthayer@des.state.nh.us) or visit the New Hampshire's Capacity Development web page at [www.des.state.nh.us/wseb/capacity/](http://www.des.state.nh.us/wseb/capacity/)